



FY 2018

(October 1, 2017 to September 30, 2018)

ANNUAL REPORT

Statewide Transportation Operations Center



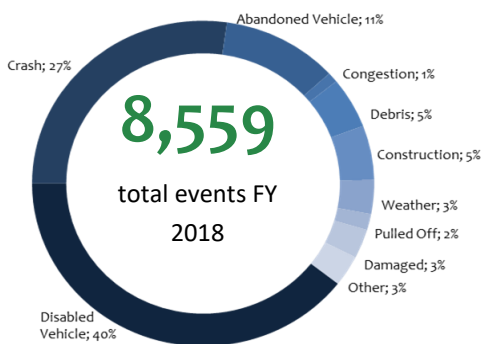
STOC Year-In-Review

During Fiscal year 2018 (FY 2018), which spans from October 1, 2017 through September 30, 2018, MDOT's Statewide Transportation Operations Center (STOC) continued its emphasis on communication, coordination, information dissemination, and data collection. In addition to sustaining these objectives, other efforts were dedicated to establishing a culture to proactively focus on operations. These efforts resulted in a 15 percent improvement to response times, as well as a five percent increase in incident detection as compared to FY 2017. This focus on operations also led to an 18 percent increase in communications with our stakeholders.

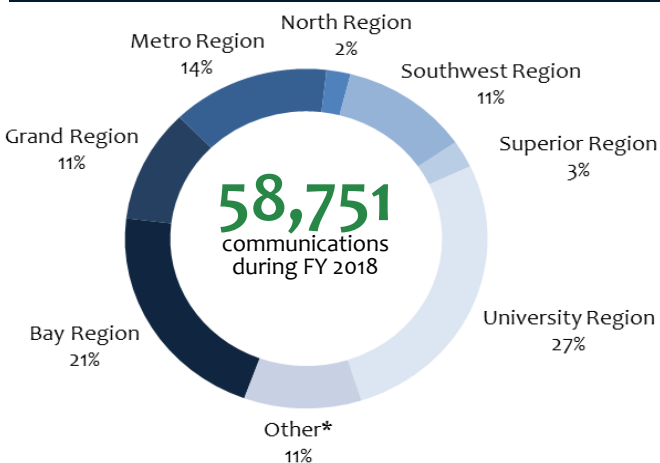
Control Room Activity

Control room operators managed 8,559 total events in FY 2018. An event is a task in which a control room operator is involved.

*'Other' includes events logged as fire, maintenance, special event (e.g., parade), police situation, hazmat, public service announcement, Amber Alert and other traffic impediments.



Communications



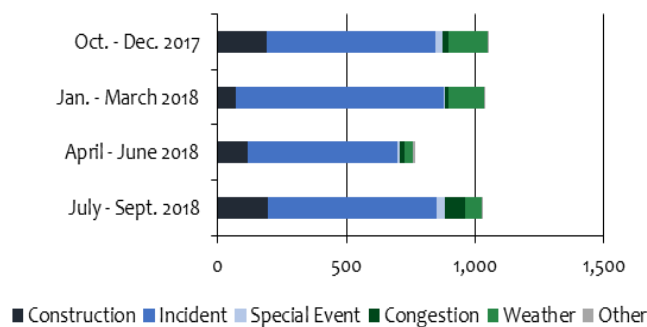
Control room operators responded to 58,751 total communications during FY 2018. A communication is a phone call, e-mail or radio transmission into or out of the control room.

*'Other' includes citizens and other state agencies.

Traveler Information

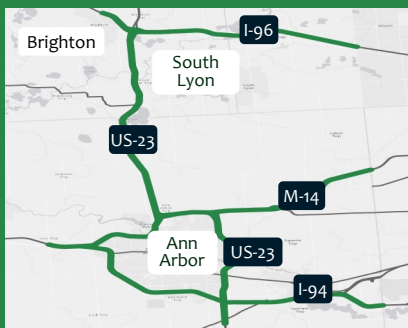
Control room operators disseminated 3,950 unique messages to DMS throughout the state during FY 2018, as listed below. A unique DMS message is any message not displaying travel times.

- Bay Region - 544
- North Region - 103
- Superior Region - 125
- Southwest Region - 1,041
- University Region—2,137



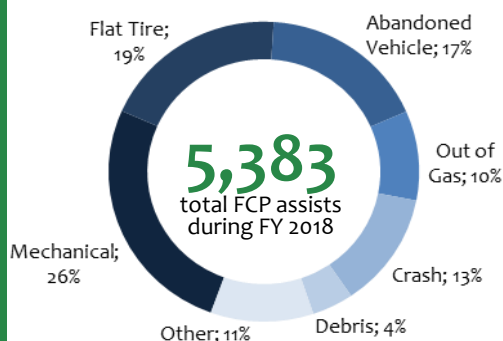
Freeway Courtesy Patrol

STOC FCP Coverage Area



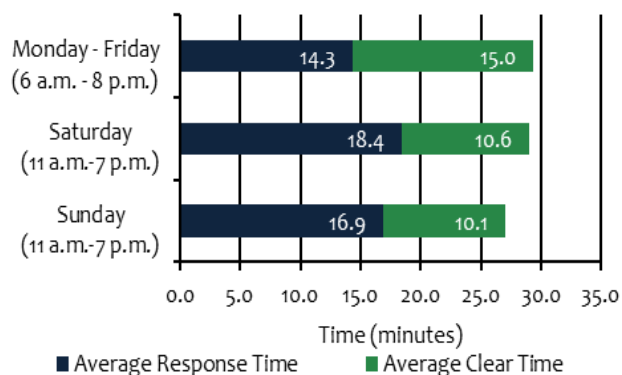
The Freeway Courtesy Patrol (FCP) covers the MDOT freeway system in the Ann Arbor and Brighton areas.

FCP Assists by Type



*'Other' includes motorist sleeping, medical emergency, checking map or using cell phone.

FCP Assist Times

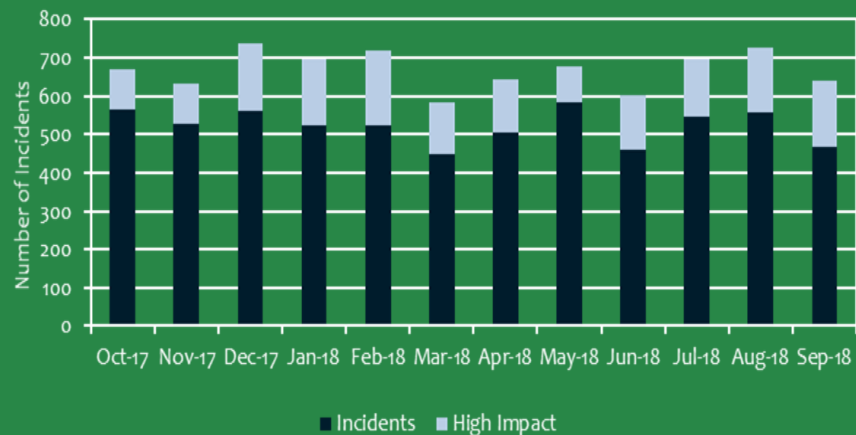


The **average response time** is the time from detection to when FCP arrives on the scene. The **average clear time** is the time from FCP arrival to when all vehicles have cleared the scene.

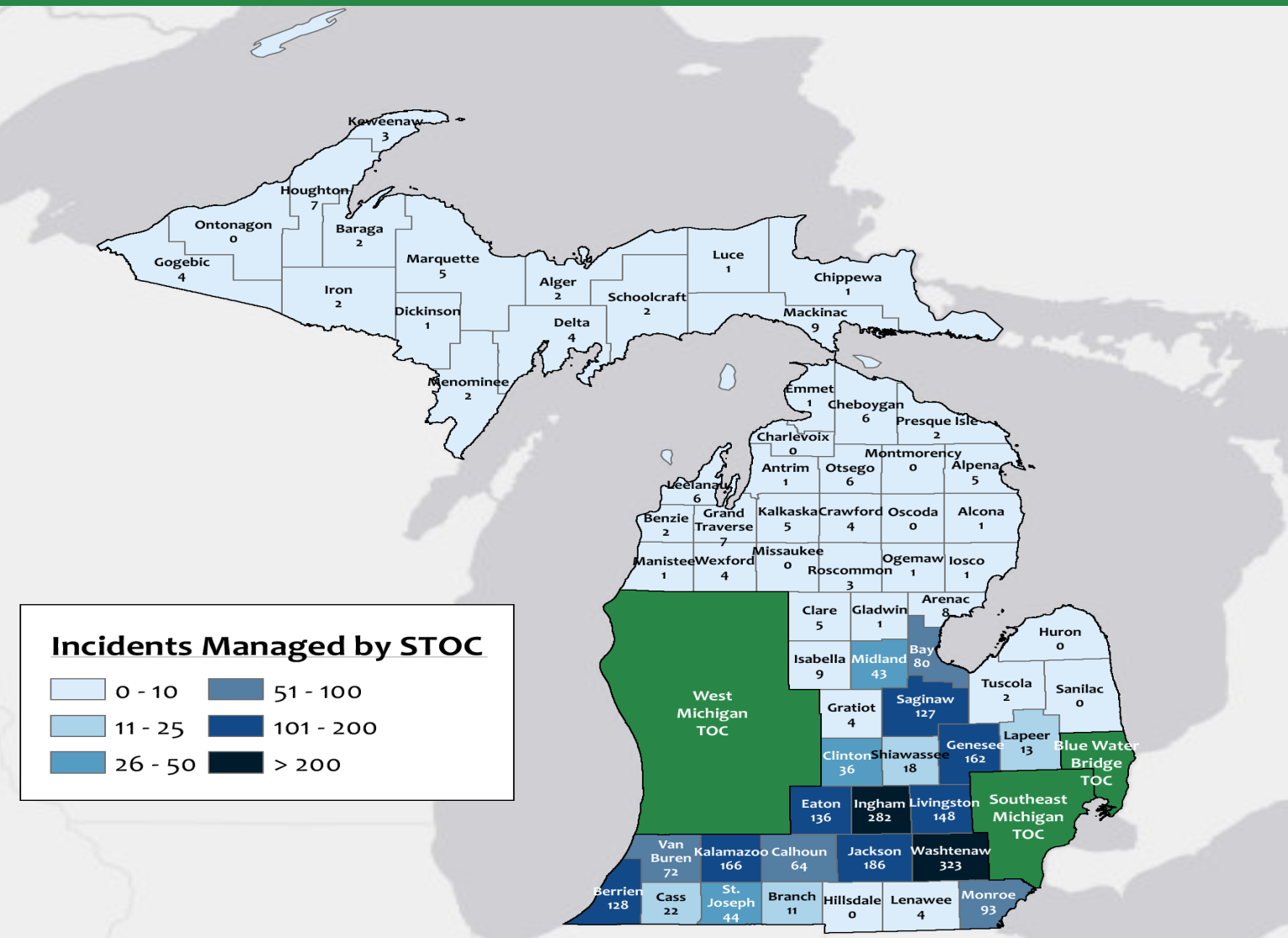
Freeway	Miles of Coverage	Number of Assists	Assists per Mile
I-94	18.0	1,299	72.2
I-96	11.0	1,056	96.0
M-14	15.5	768	49.5
US-23	26.5	2,237	84.4
Other	N/A	23	N/A

Total Incidents

Control room operators assist in maintaining mobility along the state-maintained roadway system by coordinating incident management efforts from the control room and dispatching FCP as needed for on-scene assistance. Operators can detect and monitor incidents via the traffic surveillance cameras and alert motorists of roadway conditions using the DMS and Internet-based communications. During FY 2018, control room operators managed 8,559 incidents, with 21 percent of the incidents categorized as being high-impact. A high-impact incident is one that closes more than 50 percent of a freeway, one bound of a divided roadway (M-route), a full closure of a roadway or a full closure of a freeway-to-freeway ramp.



Incidents on MDOT Roadways Managed by STOC



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